Keep it
Social
& Simple
The HRO Mantra

Infosys® | Building **Tomorrow's** Enterprise

The human resources outsourcing (HRO) function from strictly being an administrative one is fast moving into strategic service delivery. HRO is constantly evolving in a bid to adapt to the changing workplace. So what are the trends that have gripped the HRO industry? Our trendspotter helps us find out.

Our *expert*

Surabhi Mishra
Head - Solution Design,
HR Services at Infosys BPO

Surabhi has more than 12 years of experience in the space of HR process transformation, operational consulting, and global multi-process HR outsourcing/ offshoring. She has helped clients in their HR transformational journey by helping design future state HR operating models, streamlining and re-engineering processes and benchmarking capabilities and process maturity. She has been responsible for conceptualising, designing, and implementing managed services solution leveraging technology and process capabilities. She is a trained Black Belt with a deep understanding of Six Sigma methodology and other process improvement tools and techniques.

in.linkedin.com/in/surabhimishra
Surabhi_Mishra@infosys.com

Become #social
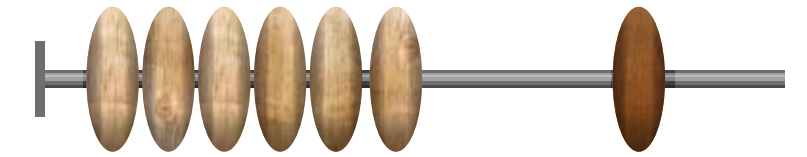
In which HR functions do you see social features being plugged in successfully?
- Dilshad Kothawala

Recruitment, job posting, employer branding, employee referral, and onboarding.
- Surabhi Mishra

How will social/mobile change things? Can employees ask for a salary update or apply for leave through Facebook?
- Bikash Agrawal

Handheld devices enable employees to raise requests. While this does not happen through Facebook today due to security reasons, conceptually it can be done in future.
- Surabhi Mishra

Whatsapp is also used by most teams for collaboration. Do companies have Whatsapp expertise?
- Bikash Agrawal

Companies today are not using Whatsapp, but there are many group chats and social platforms leveraged for employee engagement.
- Surabhi Mishra
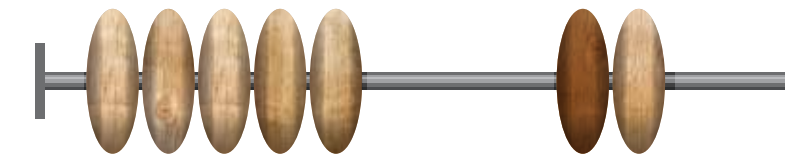
What is inhibiting the growth of social platforms?
- Ravi Shankar V

Some top challenges are employee adoption of technology, change management, privacy, and security.
- Surabhi Mishra

Transform and Evolve

What does a successful HR transformation look like?

— **Ravi Shankar V**

Upgrading people, process, and technology to meet a specific business outcome is successful transformation.

— **Surabhi Mishra**

How do you see emerging technologies factoring into HR transformation?

— **Sadiq Sailani**

When we think of emerging technologies, there are four, bundled together – cloud, social, mobile, and analytics.

— **Surabhi Mishra**

Simplify *HR*

What aspects of HR are being simplified?

— **Dilshad Kothawala**

It is essentially all about simplicity. Be it hiring, workforce engagement, or any other work streams. Transactions and tools are also being simplified to suit business needs.

— **Surabhi Mishra**

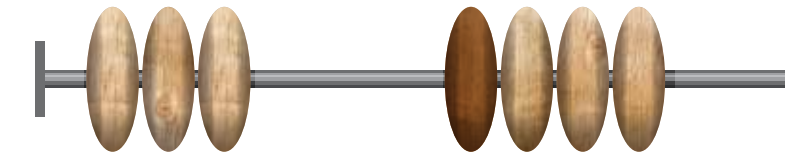Simplifying HR seems like a broad, challenging mandate. How can BPO help?

— **@itwatchman**

Leverage cloud technologies, employee engagement, social media, and security to deliver business value.

— **Surabhi Mishra**

A *Global-Local flavor*

What are the opportunities and challenges in dealing with diversity when HR goes global?
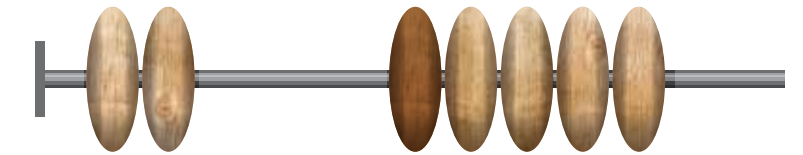
— **Ravi Shankar V**

As companies compete on a global scale it will be imperative to employ global and deploy local talent. Compliance to diversity for each location of delivery will be critical.

— **Surabhi Mishra**

Discover sourcing **models**

Does Infosys need to adapt to a small / medium sized company for their HR transformation model?

- Dilshad Kothawala

This model offers customized deployment opportunity for all types of business models. The Infosys BPO flagship transformation framework is Process Progression Model.

- Surabhi Mishra

Analyze *this*

How critical is workforce analytics in today's times?

— **Dilshad Kothawala**

Today's work environment is hybrid with newer technologies and cross-generation employee workforce. Traditional and newer ways of working require us to have an analytical approach to predicting work behavior trends.

— **Surabhi Mishra**

I've read about predictive analytics. But are there real insights beyond employee statistics?

— **Bikash Agrawal**

New joiner conversion, forecast cost of hire, wage analysis, and employee engagement leaderboards are a few areas where we've successfully implemented predictive analytics.

— **Surabhi Mishra**

What are the top road blocks in using analytics today in corporations?

— **Dilshad Kothawala**

While we all know why analytics is important, few understand how to use it. We also need better tools to help us achieve high-end analytics.

— **Surabhi Mishra**

Conclusion
Simplify, socialize, and transform

Employers and employees alike are changing the way they view the HR function. Enterprises believe that keeping it social and simple will help in transformation and better analytics. Several sourcing models are gaining popularity and nearshoring has also picked up.

*In a nutshell, the HRO function in 2014 will:*

- *Become more social*

- *Help in transformation*

- *Simplify processes*

- *Explore other sourcing models*

- *Depend on HR analytics to take the right decisions*

The focus areas in the HR outsourcing industry are derived

from a Tweetchat that featured an Infosys BPO expert who

discussed trends in HRO with the community.

For more information and insights, please visit us at:

http://www.infosysbpo.com

Share this
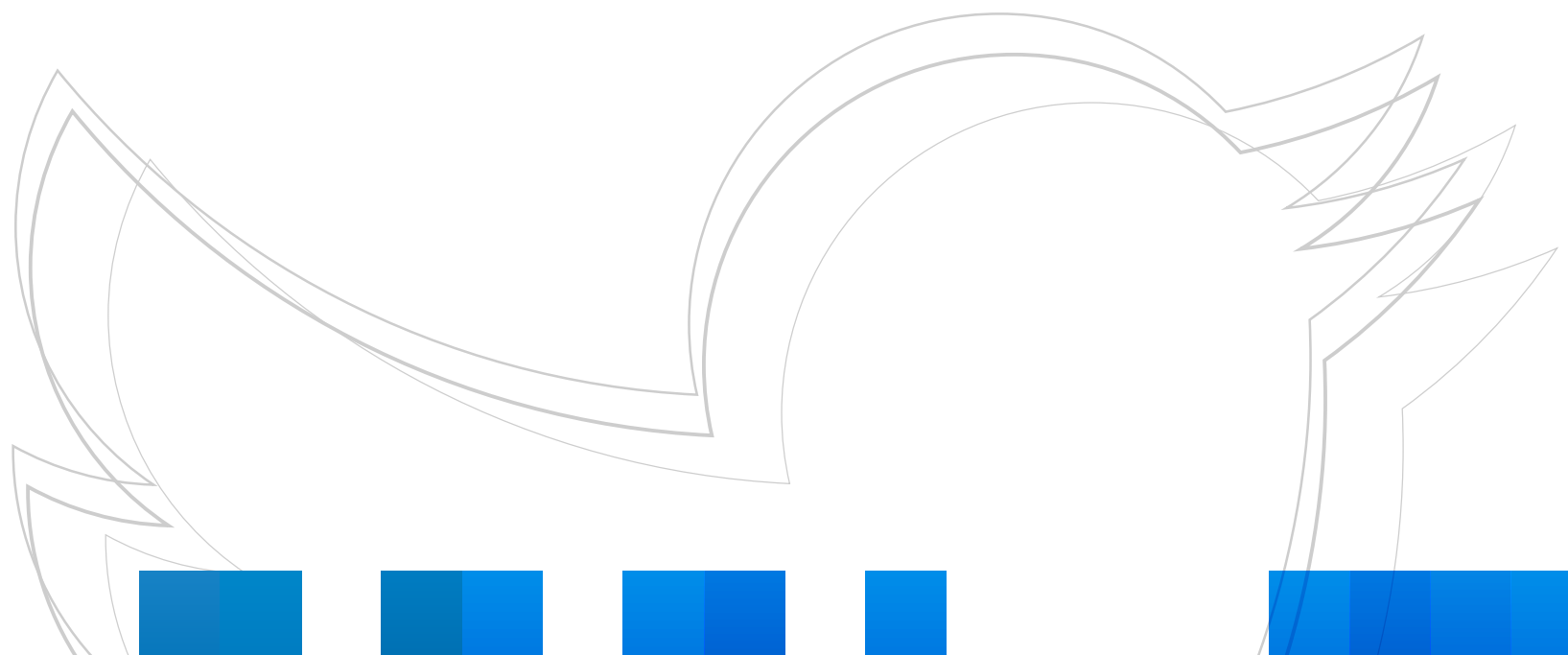
About Infosys

Infosys is a global leader in consulting, technology and outsourcing solutions. We enable clients, in more than 30 countries, to stay a step ahead of emerging business trends and outperform the competition. We help them transform and thrive in a changing world by co-creating breakthrough solutions that combine strategic insights and execution excellence. Visit www.infosys.com to see how Infosys (NYSE: INFY), with $8.25B in annual revenues and 160,000+ employees, is Building Tomorrow's Enterprise® today.

Infosys BPO, the business process management subsidiary of Infosys, provides a broad range of enterprise and industry-specific services. We deliver transformational benefits to clients through our proprietary Process Progression Model™ (PPM). These benefits include cost reduction, ongoing productivity improvements and process reengineering.

For more information, contact infosysbpo@infosys.com

www.infosysbpo.com

Infosys® | Building **Tomorrow's** Enterprise